

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 210

CLAIMS ADJUSTER II

GENERAL

Responsible professional work managing liability claims or Workers' Compensation claims against the City. Conducts safety inspections, assists in developing programs and chairs the City-wide safety committee meetings. Work is performed under the direction of the Risk Manager and reviewed in conferences through review of cases and by analysis of loss reports.

EXAMPLES OF ESSENTIAL DUTIES

The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are essential function of work not listed herein, are permissible if such functions are a logical assignment to the position.

- Investigates claims, collects data relating to claims, creates claims files, analyzes records, and reports facts related to claims.
- Settles or recommends settlements with claimants.
- Maintains extensive contact with claimants, City officials, medical service providers, attorneys, insurance and other public agencies.
- Exercises considerable initiative and independent judgment in preparing cases, analyzing facts, arranging settlements or recommending resolution of claims.
- Confers with City employees to determine City's liability.
- Obtains copies of contracts, medical and payroll records, property damage estimates, photographs and other pertinent evidence, makes diagrams, conducts confidential investigations and other activities required for the proper investigation of claims and to assist the defense of claims or lawsuits against the City.
- Investigates general automobile and police liability claims; and establishes and maintains files for each claim investigated in accordance with established City procedures.
- Review workers' compensation medical bills and adjusts pricing to comply with Florida Workers' Compensation Medical Fee Schedule.
- Enters data to record claims, maintains claims, makes payments, and closes claim files.
- Works with local auto body repair shops and other vendors to review estimates and recommend appropriate vehicle repairs; or works with managed care provider to insure reporting of claims.
- Conducts safety/loss control inspections of City facilities.
- Prepares recommendations concerning hazards and follow up to assure completion of corrections.
- Works with departments in the development of safety, or benefit training programs, right to know laws, and other loss control, or insurance activities.
- Conducts safety committee meetings to review accidents and establish programs to reduce future accidents.
- Maintains knowledge of OSHA regulations, or State of Florida reporting requirements.
- Establishes loss reserves, maintains loss statistics for all losses; prepares written reports outlining the City's loss potential on all claims.
- Studies current literature to keep informed of new developments in liability/compensation exposures caused by new legislation and/or legal decisions.
- Confers with police investigators, attorneys, judges, doctors, and insurance carriers and may testify in court or mediations regarding claims.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of local, state and federal laws and regulations relating to area of assignment (Vehicle accidents, general liability including personal injury and property damage.)
- Knowledge of rules and regulations relating to false arrest, potential tort exposures, general liability, and employee injury and disability.

- Knowledge of standard practices in the investigation of incidents leading to claims, or modern interviewing techniques in preparing case histories, making adjustments and settlements, and defending against claims/suits against the City.
- Knowledge of proper etiquette in the courtroom and mediation.
- Skill in making presentations and presenting evidence, especially in a law setting such as a courtroom and mediation.
- Ability to conduct claims investigations, to interview effectively, and to observe and report accurate facts relating to incidents which may result in claims against the City.
- Ability to negotiate with claimants and resolve or recommend resolution of claims successfully.
- Ability to maintain confidential information.
- Ability to empathize with employees about stressful and sensitive situations.
- Ability to multitask, organize, and prioritize in a busy environment.
- Ability to establish and maintain effective working relationships.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Ability to maintain regular and punctual attendance.

MINIMUM QUALIFICATIONS

Bachelor's degree in business administration, public administration, liberal arts, or other related field. Have at least three (3) years experience in the investigation of either general liability or automobile claims. A #520 License (Licensed Adjuster) or Workers' Compensation Claims Adjuster license issued by the Department of Insurance of the State of Florida. Proficiency with Microsoft Office Applications.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various technological items such as a personal computer (PC), calculator, copier, and fax machine (not limited to these). No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling. Must be able to perform occasional light lifting up to 20 lbs. The noise level in this environment is usually quiet in an inside office setting, but may be loud when visiting facilities.

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license and an acceptable driving record.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Rev. 12/15

Bargaining Unit: Non-Bargaining

FLSA: Exempt

Pay Grade/Group: 27/50

Location: Risk Management

GERS: Regular Class